Institutional Effectiveness:
The Support and Resource Center for Strategic Planning and Continuous, Data-Driven Improvement

Professional Development Day
October 4, 2018
What Do We Mean by Continuous Improvement?
Continuous Improvement Connects Us to Our Purpose

- What is the overall purpose of your unit/program?
- What does your area do to support this purpose?
- What additional outcome or quality improvement would you like to see as a result of your efforts?
Continuous Improvement Builds Value

Environment that Promotes Student Learning

TAMU-C

Unit/Program

You
Effectiveness Indicators

- Quality
- Efficiency
- Timeliness
- Cost

- Reach
- Perceptions
- Behavioral Changes
- Learning Outcomes
What Do You Want to Know?

Replace fear of the unknown with curiosity.
How Will You Know It?

• Identify what outcome you are specifically assessing

• Reflect on what it would look like for that desired outcome to be achieved

• Identify where in your area’s processes or services that outcome is delivered

• Consider whether the process or service used to deliver the outcome may suggest an appropriate assessment method to measure the outcome
Avoid Reinventing the Wheel

Don't reinvent the wheel, just realign it.

Anthony J. D'Angelo

BrainyQuote
Small but Mighty

Scale of Modifications

Not every modification has to represent a drastic change or overhaul.

Sometimes even small changes can greatly impact quality.
## Implementing Changes

<table>
<thead>
<tr>
<th>Approval</th>
<th>Responsibility</th>
<th>Timing</th>
<th>Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Will this change require approval from above?</td>
<td>• Which individuals are responsible for requesting approval?</td>
<td>• How much time will it take to receive approval for the change?</td>
<td>• Has this change been communicated to all affected parties - staff, faculty, or students?</td>
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<tr>
<td>• If so, what layers of approval will it need to pass through?</td>
<td>• Which individuals are responsible for implementing the change?</td>
<td>• When will the change be implemented?</td>
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<td></td>
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<td>• How long will it take for the change to show an impact?</td>
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</tbody>
</table>
Seeking Input from Others
Let’s try it now!
Effectiveness Indicators

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WebFOCUS is the university's reporting tool used to write reports against data stored in Banner:

- Interactive Dashboard (Lion Facts)
- University Performance/Accountability Reports
- Departmental Data Viewer
- University Highlights by Academic term (Fact Book)
- University Highlights by Academic Year (Fast Facts)
- WebFOCUS Report Request and Information
- Resources
- IPEDS Glossary - NCES
- Glossary of Terms - THECB
PLANNING FOR INSTITUTIONAL EFFECTIVENESS

The Institutional Effectiveness Leadership Team includes representatives from every college and division of A&M-Commerce. Beginning with the 2013-14 academic year, the IE Leadership Team chose the narrative format for IE documentation.

Resources for Program/Unit Assessment

Strategic Planning at A&M-Commerce

The Institutional Effectiveness Process at A&M-Commerce

Helpful tips when creating student learning outcomes

Helpful tips when creating goals

Assessment Resources for Academic Programs

Assessment Resources for Support Units

External Resources for Program/Unit Assessment

Association of American Colleges & Universities - Rubric

Association of American Colleges & Universities

National Institute for Learning Outcomes Assessment
IER EVENTS

The Department of Institutional Effectiveness and Research will offer multiple development opportunities throughout the academic year that are open to faculty and staff involved in the institutional effectiveness process and data. These professional development opportunities will offer skills, knowledge, and best practices in active workshop or course settings designed to strengthen the growth of existing efforts and utilization of data towards continuous improvement.

Don’t forget, IE is happy to conduct sessions one-on-one or with your department on best practices for filling out and developing the IE Cycle Forms.

FOR FULL EVENT DESCRIPTIONS, PLEASE CLICK EACH OF THE BARS BELOW.

ONCE YOU ARE READY TO REGISTER, PLEASE CLICK HERE.

+ Institutional Effectiveness Fall Events

+ Institutional Research Fall Events
Thank you and we welcome your questions